

NEW APPLICATION
ORIGINAL MEMORANDUM



0000103337

TO: Docket Control

FROM: Steven M. Olea
Director
Utilities Division

2010 JAN 19 P 10:38

DATE: January 19, 2010

RE: REQUEST TO OPEN A DOCKET

T-00000A-10-0017

At its January 13, 2010 Staff Meeting, the Commission directed Staff to treat the attached letter as an Application by Community and Information Referral for designation as "the 2-1-1 Service Provider and Lead Entity" in the State of Arizona for 24/7 information and referral access to health and human services and request that a docket be opened.

Please open a docket.

SMO:WMS:lhmm

Attachment

Arizona Corporation Commission
DOCKETED

JAN 19 2010

DOCKETED BY	
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Community Information & Referral

www.cir.org

"Bringing People and Services Together Since 1964"

2200 North Central Avenue • Suite 601 • Phoenix, Arizona 85004

ADMIN. PHONE: (602) 263-8845 • FAX: (602) 263-0979

November 2, 2009

Commissioner Kristen K. Mayes
Commissioner Sandra D. Kennedy
Commissioner Paul Newman
Commissioner Bob Stump
Commissioner Gary Pierce
Arizona Corporation Commission
1200 W. Washington
Phoenix, Arizona 85007-2996

Dear Commissioners Mayes, Kennedy, Newman, Stump, and Pierce,

Arizona needs the three-digit number 2-1-1 to help people in need, access health and human services quickly! Arizona is one of 4 states without a 211 call dialing designate to access the information and referral system for needed health and human service resources.

This letter is to formally request that the Arizona Corporation Commission establish by order that Community Information & Referral (CIR) is the 2-1-1 Service Provider and Lead Entity in the State of Arizona for 24/7 information and referral access to health and human services.

2-1-1 Dialing Code Background:

On July 31, 2001, the Federal Communications Commission assigned the three-digit dialing number 2-1-1 as the national telephone number for access to information about and referrals to human service organizations, declaring that "2-1-1 best satisfies the public interest in allotting the limited resource of this abbreviated telephone number" (Attachment A).

2-1-1 is an easy to remember three-digit telephone number that is used to connect people in need to available health and human services. People looking for help often do not know where to start. Finding basic resources such as food, shelter, counseling, or health care can mean hours of calling multiple phone numbers and then sifting through a mass of information and telephone numbers. 2-1-1 makes it easy to find needed social services as well as connect those who want to volunteer or donate to community service organizations (Attachment B).



24 Hour Help Hotline
602-263-8856
1-800-352-3792
(for area codes 928 and 520)



Community Voice Mail
(602) 263-8845
Ext. 108



**Homeless Management
Information System
(HMIS) Project**
(602) 263-8845
Ext. 102



**Community Network
for Accessing Shelter
(CONTACTS)**
(602) 263-8900



Valley Lifeline
(602) 263-8845
Ext. 100



HIV Care Hotline
(877) HIV-7020

Our Mission:

"Community Information & Referral is the key source of integrated information that brings people and services together every day with ease, compassion, and quality to meet vital needs."



Status of 2-1-1 Dialing Code Nationally:

Currently in the United States, 46 states, Puerto Rico and Washington D.C. have adopted the use of the 2-1-1 dialing code for public access to community information and referral service providers. Only Arizona, Wyoming, Pennsylvania, and Delaware are not currently using the three-digit dialing code, however, each of these states is working on a 2-1-1 implementation plan. More than 80% of the American public now has access to health and human service providers through use of the 2-1-1 dialing code (Attachment C).

2-1-1 is a fundamental enhancement of our nation's long-trusted and respected Information and Referral (I&R) service providers. Professional I&R Call Center Specialists assess callers' needs, determine available social service resources, direct them to the appropriate programs and services, provide culturally appropriate support, intervene in critical situations, and advocate for the caller when necessary. 2-1-1s also make their searchable health and human resource databases available on-line through the internet and through other social networks.

Community Information & Referral (CIR):

Community Information & Referral (CIR) is an Arizona 501 (c)(3) non-profit social service organization founded in 1964 and incorporated in 1979. CIR offers people in need an easy link to information about and referrals to local health and human services available Statewide, 24 hours-a-day, 7 days a week, via local and toll free telephone lines. CIR maintains a comprehensive health and human service resource database of over 2,500 social service organizations including governmental, non-profit, and faith based community services, including the 18,000 programs they offer statewide. This resource is also available on-line at www.cir.org. CIR is the only comprehensive information and referral service provider of its kind in Arizona.

CIR is one of 120 nationally accredited AIRS (Alliance of Information & Referral Systems) 2-1-1/I&R call centers in the United States. Thirty-three percent (33%) of its eligible I&R staff are AIRS Certified. On average, the CIR 24-hour Help Hotline responds to over 270,000 calls for help in Arizona, each year. Calls for emergency utility assistance, domestic violence and homeless shelters, foreclosure assistance, community health clinics, and food, are among the most common sources for help sought.

Lead Entity for 2-1-1 Arizona:

CIR Board of Directors, Valley of the Sun United Way and other collaborative partners (known as the 2-1-1 Arizona Planning and Steering Coalition), have established a broad based coalition of city, county, State, United Ways, foundations, businesses, faith-based, and non-profit organizations (Attachment D), to develop a strategic plan for a Statewide

2-1-1 Arizona information and referral system. The Coalition is involved in hosting community forums across the State to present the plan, facilitate a focused discussion, and obtain community input on the plan. The CIR Board of Directors has adopted the 2-1-1 Arizona Planning and Steering Coalition recommendations for expanding CIR's current board to include statewide representation and to expand its function for serving as the Lead Collaborative Entity for 2-1-1 Arizona.

The CIR Board of Directors (Attachment F) request that the ACC to establish CIR as the "2-1-1 Arizona Lead Collaborative Entity" in order to qualify for federal funding to support 2-1-1 service operations when the Calling for 2-1-1 Act of 2009 is passed by Congress (Attachment E).

Your approval of this broad-based statewide effort to establish CIR as the lead entity using the 2-1-1 dialing code to public access to information and referral services will benefit all Arizonans. Your order recognizing Community Information & Referral as the Arizona provider of 2-1-1 information and referral services will have an extremely positive impact on how people who need help find help for years to come! Thank you for considering our request.

I will be happy to provide additional information.

Sincerely,



Roberto Armijo
President and CEO

c.c. 2-1-1 Arizona Planning and Steering Collaborative Members
CIR Board of Directors